



*The Internal Services Department  
Invites Resumes For*

**BRANCH MANAGER – CUSTOMER APPLICATIONS BRANCH**  
**(Administrative Manager XVI, ISD - Unclassified)**

**Restricted to Permanent Employees of the Internal Services Department**



***Annual Salary***

***\$132,916 - \$201,179***  
***(MAPP RANGE R16)***

**FILING PERIOD**

***May 3, 2012 – May 21, 2012***

## **DEPARTMENT OVERVIEW**

The Internal Services Department (ISD), one of the largest departments within the County, provides a full range of internal services to other County departments. Its mission is to support the County by providing excellent in-house, contracted and advisory services in the areas of purchasing and contracting, facilities operations, information technology, and other essential support and administrative services. The Department currently has 2,235 budgeted positions with a \$445 million operating budget.

ISD strives to be valued and recognized for leadership, expertise, innovative solutions, and excellent customer service.

The ISD values are:

- Reliability – We can be counted upon.
- Teamwork – We work with others in a collaborative manner to get the job done.
- Integrity – You can trust that we are accountable for our actions.
- Customer Service – We anticipate needs, provide effective solutions, and keep customers informed.
- Employees – We create an environment that develops and recognizes hard-working, skilled, and highly motivated employees.

## **POSITION OVERVIEW**

The Internal Services Department is seeking qualified candidates to fill the Branch Manager, Customer Applications Branch (CAB) position (Administrative Manager XVI, ISD, Unclassified) within the Information Technology Service (ITS). Ideal candidates would be executives with general management experience.

The Branch Manager, Customer Applications Branch is unclassified and has responsibility for assisting the General Manager, ITS, with managing, planning, directing and coordinating the operations of the Information Technology Service of the Internal Services Department. Incumbents must have the knowledge and abilities required to assist in the management of the organization, and to establish and maintain effective relationships with County departments, interested public, private and other organized groups, and representatives of the media.

## **EXAMPLES OF DUTIES**

Directs, through subordinate managers, the activities of the Customer Applications Branch (CAB), related to applications development and applications maintenance and support. These activities could be on varying computing platforms (i.e. mainframes, midrange servers and personal computers) and using different programming languages.

Assists the General Manager, ITS, in the formulation of policies and procedures for the department with emphasis for those involving applications development, support and maintenance; and directs the implementation of those policies and procedures.

Assists the General Manager, ITS, in the development and implementation of the Information Technology Strategic Plan to ensure it supports the Department's and County's Strategic Plan goal of Excellence, Workforce Excellence, Organizational Effectiveness and Fiscal Responsibility and programmatic goals, such as Children and Families Well Being, Community Services, Health and Mental Health, and Public Safety.

Develops and implements the Branch's strategic business plans to support both current and new departmental customers in adherence to the County's, departmental and ITS Strategic Plan.

Directs the development and management of the Branch's budget.

Advises and consults with customer departments' management, vendors and technicians to assess how CAB and IT can best address their departmental business needs and requirements.

Evaluates and assesses the organization's technology use and needs, and recommends improvements, such as recruitment, training or application development that can best meet the needs of the department or its customer.

Confers with the Chief Information Office (CIO) regarding Countywide information technology objectives and matters affecting the Branch's line of business.

Performs the duties of the General Manager, ITS, in his absence, including appearing before the Board of Supervisors.

## **MINIMUM REQUIREMENTS**

Three (3) years' experience managing an Applications Development Division (i.e., mainframes, midrange, LAN server and Internet applications) or large-scale enterprise-level Information Technology programs or projects at the level of Administrative Manager XIII, ISD\* or Senior Information Technology Specialist, ISD.\*\*

\*At the level of Administrative Manager XIII, ISD is defined as managing a division within a Service of the Internal Services Department, with responsibility for planning, organizing, business development and directing its services and products.

\*\*At the level of Senior Information Technology Specialist, ISD is defined as providing expert consultative services in specific areas of system support to executive departmental and customer management, or performing the most complex technical work in a specialized field of information technology.

## **LICENSE**

A valid California Class "C" Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

## **DESIRABLE QUALIFICATIONS**

Demonstrated knowledge of business management principles involved in strategic planning, resource allocation, coordination of personnel, fiscal and budget responsibilities, and leadership techniques.

Ability to effectively direct a diverse workforce and to work cooperatively with related agencies and personnel.

Ability to effectively interact with public officials, professional/technical personnel and the general public.

Strong customer relation skills and outstanding skills in providing a high level of customer service.

Outstanding verbal and written communication skills.

## **COMPENSATION AND BENEFITS**

### **COMPENSATION**

ANNUAL SALARY - \$132,916 – \$201,179

This position is subject to the provisions of the County's Management Appraisal and Performance Plan (MAPP). The salary range for this position is MAPP Range R-16. The successful candidate may be appointed to any salary within the range, depending on qualifications.

### **BENEFITS**

The County of Los Angeles provides an excellent benefits package that allows employees to choose benefits that meet their specific needs.

- **Retirement Plan** – The successful candidate may choose either a contributory or non-contributory defined benefit plan. It should be noted that County employees **DO NOT** pay into Social Security, but do pay the Medicare Hospital Insurance Tax (HIT) portion of Social Security at a rate of 1.45%.
- **Cafeteria Benefit Plan** – The MegaFlex Benefits Plan is a cafeteria benefit plan through which benefits may be purchased using a tax-free County contribution of an additional 14.5% to 17% of the employee's monthly salary. Any portion of the County contribution not used to purchase benefits is given to the employee as taxable income. Benefits available within the MegaFlex Benefit Plan include medical, dental, disability, life and AD&D insurances. (**NOTE:** Not applicable to County employees who are currently in Flex).
- **Non-Elective Days** – 10 days per year with the option to buy 1 to 20 elective annual leave days. Annual leave days can be used for vacation, sick or personal leave.

- **Flexible Spending Accounts** – Employees may contribute up to \$400 per month tax-free, to Health Care and Dependent Care Spending Accounts. The County contributes \$75 per month to the Dependent Care Spending Account.
- **Savings Plan (401K)** – Optional tax-deferred income plan that may include a County matching contribution up to 4% of employee's salary.
- **Deferred Compensation Plan (457)** – Optional tax-deferred income plan that may include a County matching contribution up to 4% of employee's salary.
- **Holidays** – 11 paid days per year.

## **SELECTION PROCESS**

Each candidate's background will be evaluated on the basis of information submitted at the time of application to determine the level and scope of the candidate's preparation for this position. Only the most qualified candidates, as determined by the screening process, will be invited to an assessment interview.

The resume should include any additional information which the candidate wishes considered. Supplemental data may be required if it appears necessary for the evaluation of candidates.

Interviews are designed to assess education, experience, personal fitness and general ability perform the duties of the position.

The names of the most highly qualified candidates, as determined by the assessment interview, will be submitted to the Department Head for final selection.

*An extensive background investigation will be completed on the candidate(s) selected for this position.*

## **FILING INSTRUCTIONS**

Qualified candidates are invited to submit a letter of interest and their resume detailing their education completed, positions held, current salary and special qualifications.

Resumes should include the following information:

1. Names of schools, colleges or universities attended, dates attended, degrees earned and field of study. Please enclose verification of degree(s), licenses, and certification(s) with the resume.
2. For organizations and programs managed, the name of each employer, job title, size of organization's budget, number and composition of personnel supervised, scope of management responsibilities, functions managed, and dates of employment.
3. Information required to determine if candidates meet the Minimum Requirements and Desirable Qualifications of this recruitment announcement.

Pursuant to State and Federal requirements, we are requesting that you voluntarily provide the following information: (1) your race/ethnicity and (2) your gender. This information should be on a separate piece of paper, (without your name) attached to your resume. This page will be removed from your resume when it is received, kept confidential, and utilized solely for required statistical purposes.

Please submit statement of interest, resume, and supporting documents to:

### ***Irene Ontiveros***

Internal Services Department  
1100 N. Eastern Avenue – Trailer Annex  
Los Angeles, CA 90063  
Telephone: (323) 881-4663  
Facsimile: (323) 780-9006  
Email: [iontiveros@isd.lacounty.gov](mailto:iontiveros@isd.lacounty.gov)

## **COUNTY OF LOS ANGELES CHILD SUPPORT COMPLIANCE PROGRAM**

In an effort to improve compliance with court ordered child, family and spousal support obligations, certain employment and identification information (i.e., name, address, Social Security number and date of hire) is regularly reported to the State Directory of New Hires which may assist in locating persons who owe these obligations. Family Code Section 17512 permits under certain circumstances for additional employment and identifying information to be requested. Applicants will not be disqualified from employment based on this information.

## **SPECIAL INFORMATION**

It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons regardless of race, religion, sex, national origin, age, sexual orientation or disability. Pursuant to the Americans with Disabilities Act of 1990, persons with disabilities who believe they need reasonable accommodation may call (323) 267-2432 (ADA Coordinator – Voice); (800) 899-4099 (TTY); (800) 897-0077 (TTY); (800) 735-2922 (CRS).

Any applicant for County employment who has been convicted of workers' compensation fraud is automatically barred from employment with the County of Los Angeles (County Code Section 5.12.110).

## **EMPLOYMENT ELIGIBILITY INFORMATION**

Final appointment is contingent upon verification of U.S. citizenship or the right to work in the United States. Immigration law provides that all persons hired after November 6, 1986, are required to present original documents to the County, within three (3) business days of hiring, which show satisfactory proof of: 1) identity and 2) U.S. employment eligibility.

## **SOCIAL SECURITY ACT**

Section 419(c) of Public Law 108-203, the Social Security Protection Act of 2004, requires State and local government employers to disclose the effect of the Windfall Elimination Provision and the Government Pension Offset Provision to employees hired on or after January 1, 2005 in jobs not covered by Social Security. The County of Los Angeles does not participate in the Social Security System. All newly hired County of Los Angeles employees must sign a statement (Form SSA-1945) prior to the start of employment indicating that they are aware of a possible reduction in their future Social Security benefit entitlement. For more information on Social Security and about each provision, you may visit the website [www.socialsecurity.gov](http://www.socialsecurity.gov), or call toll free (800) 772-1213. Persons who are deaf or hard of hearing may call the TTY number (800) 325-0778 or contact a local Social Security office.

This announcement may also be downloaded from the **COUNTY OF LOS ANGELES** website at: <http://dhr.lacounty.info>

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**THE COUNTY OF LOS ANGELES IS AN ACTIVE EQUAL OPPORTUNITY EMPLOYER**